



Publisher's Memo

Spring Into Action



The Mayan calendar has just concluded a vast 5,125-year cycle. Many of you probably have no idea what this cycle represented, but I bet many of you heard the apocalyptic prophecies about the world ending in late December. The world clearly didn't end and the Mayan people are pretty upset with the media for misinterpreting their beliefs. What they believed was that December 21, 2012 marked when the Earth and the people living on the planet would undergo a positive physical or spiritual transformation, not that a huge disaster would destroy Earth and its inhabitants. But, don't worry. If you didn't experience any type of transformation in December, you have another chance. The word on the Mayan streets now is that a great change is expected to occur after March 31, 2013, which is when the Tzolk'in calendar - the other Mayan calendar - ends.

Whether you follow the Mayan calendar, the Tzolk'in calendar, or the old fashioned boring Western 365 day calendar, March and spring time marks a time for celebration, reflection, and for fresh starts. Just as seasons change, businesses must be open to change and remain ready to make adjustments to be successful. With the arrival of spring, it's a good time to dust off the cob webs of winter hibernation to reassess your goals for this upcoming quarter and remainder of the year. Ask yourself a few questions: What seeds have I planted in the industry to allow for new opportunities? Have I nurtured my existing relationships? Is my business ready to take on a new venture?

The answers may seem unclear to you, but have no fear. The Forwarders List is here. We're constantly working to be in the best position to help you make informed decisions. So, if you're a little nervous about not being ready for the "great change" of March 31, 2013, give us a call. Maybe it's the end of the world as we know it, but we feel fine.

Regards,

Gary

Let the Madness Begin!

Let the Madness begin! We are referring to March Madness, the annual NCAA Men's Division I Basketball Championship that captivates the nation and slows office productivity from coast to coast. March Madness has become an event much like the Super Bowl because it pulls in viewers and participants who are not college basketball fans per se, or even at all. Several factors contribute to its widespread popularity. For example, the numerous drama-filled, buzzer beating shots that happen on a seemingly daily basis; the Cinderella stories that develop and make our hearts bleed for the underdogs; and the good 'ole office bracket pool that gives us all a chance to win some money!

NCAA basketball is big business and this tournament is the crown jewel of their business plan. Everything they do leads to or supports the tournament, ensuring that they improve their brand and generate revenue through advertising and television contracts. When I think about the event, its character and the business side of it, there are few similarities in terms of how they've built their model. A team just needs to get "hot" at the right time to win the tournament. It's not necessarily the best team that ends up being the champion. In business, we don't operate that way - we have to be good all the time. There is, however, a big similarity in the areas of preparation, belief, trust and teamwork. Let's take them one at a time.

Preparation

Many games on the court are won before the ball is even thrown up in the air. They are won in practice sessions and meetings leading up to the game. Whichever team focused more, learned about their opponent better and what they needed to do to win, usually ends up the winner.

Belief

To win a game, you have to believe in the game plan. Team sports require that each player believes in the game plan. The competition is too great to overcome if they are not fully invested in the approach being taken to achieve victory.

Trust

The success of the team hinges on trusting that their teammates will be there when called upon to do their job. If the players are worried about what everyone else is doing, they can't be focused on their own responsibilities in order to get them done to the best of their abilities.

In This Issue

Let the Madness begin!

Make Ginsberg: Is Recent Economic Improvement Enough to Boost the ARM Industry?

Supreme Court Sides with Debt Collector in FDCPA Case
FDCPA Reform: Sound and Fury?

What do YOU think?

Gary's Calendar of Events

WELCOME!

Welcome to the newest members of
The Forwarders List!
Click **here** to request a list of these firms.

Food for Thought

"Talent wins games, but team work and intelligence wins championships."

-Michael Jordan

"If you have a positive attitude and constantly

Teamwork

Each individual player must singularly do their part for the good of the whole. For example, a player might get the chance to take a shot, but he or she doesn't because they could pass the ball to a teammate for a better shot. Passing up on an individual opportunity for the betterment of the team is essential.

All four of these qualities are essential for our success here at Forwarders. We prepare for each day. Whether it's in the office or attending a trade show, we always have a plan for how to make it a successful day. Our plans are ambitious, yet attainable. It's with an eye toward the long term. We do not sacrifice long term growth for short term gains. Everything is done within the framework of what is best for our clients and law firms over the long run.

Belief, trust and teamwork are present in everything we do. There is belief in ourselves and trust among co-workers here in the office, but it also extends out to you - our partners and clients. We believe in our law firms' abilities and trust that they will zealously represent our clients. We believe and trust that when there is a problem and we have to make that phone call, there will be accountability and open communication by everyone involved. We are not a standalone business. We depend on our teammates to succeed.

We can all be inspired by the athletes participating in March Madness as we witness their fight to achieve greatness in their field.

Mike Ginsberg: Is Recent Economic Improvement Enough to Boost the ARM Industry?

Over recent months, consumers have been piling on the debt at the highest rate since the start of the Great Recession more than 4 years ago. What does this mean for ARM professionals in search of increased placement volumes and improved liquidation results? Let's find out. First, let's take a look at the big picture. Household debt, which consists of mortgages, credit cards, auto loans and student loans, rose 0.3% to \$11.34 trillion in the fourth quarter of 2012-the first increase since the third quarter of 2008 according to a Federal Reserve Bank of New York report.

An illustration from the Wall Street Journal on the data shows how debt levels have fared by sector since 2003.

strive to give your best effort, eventually you will overcome your immediate problems and find you are ready for greater challenges."

-Pat Riley

TRIVIA

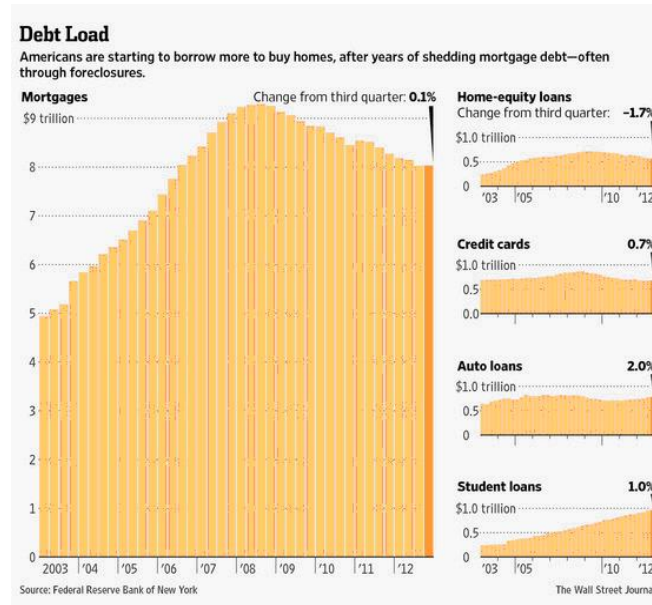
How much attention do Americans pay to March Madness during the work day?

Answer: In 2012, American businesses lost around \$1.2 billion in worker productivity during the NCAA tournament. It is estimated that 2.5 million people will watch the games while at work for an average of 90 minutes each.



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Suggestions?**

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and what improvements
you would like to see by
clicking [here](#).

Debt Load

Americans are starting to borrow more to buy homes, after years of shedding mortgage debt—often through foreclosures.

Mortgages

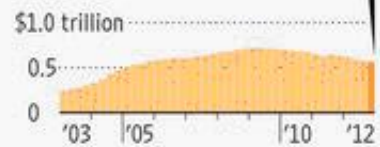
\$9 trillion



Source: Federal Reserve Bank of New York

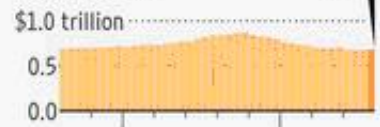
Home-equity loans

Change from third quarter: **-1.7%**



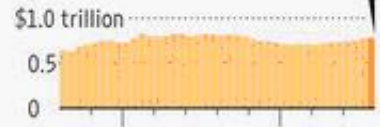
Credit cards

0.7%



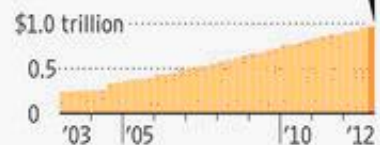
Auto loans

2.0%



Student loans

1.0%



The Wall Street Journal

Supreme Court Sides with Debt Collector in FDCPA Case

Plaintiffs that lose lawsuits claiming violations of the Fair Debt Collection Practices Act (FDCPA) may be liable for costs to their defendants even if the case was not brought in bad faith, so ruled the Supreme Court Tuesday.

In a 7-2 majority decision, the Justices ruled for a debt collector in the case Marx v. General

Revenue Corp. The question before the Court was whether a defendant in an FDCPA case is entitled to costs should they win the case, even if the case was not initially brought by the plaintiff in bad faith or for the purposes of harassment. [Read More.](#)

FDCPA Reform: Sound and Fury?

Many people closely associated with the debt collection industry have assumed for years that Fair Debt Collection Practices Act (FDCPA) reform is imminent. And in the last Congress, there were bills filed that would have made substantive changes to the decades-old law. But they never went anywhere. Are legislators serious about reforming the law?

Consumer and ARM industry advocates both agree that the FDCPA needs updating. Consumers would like more protections explicitly codified while debt collectors would like legal ambiguities clarified. [Keep Reading.](#)

What do YOU think?

What is your favorite part of March Madness?

- A. Creating your bracket
- B. The Cinderella Story
- C. Work Pools
- D. School Pride
- E. Other _____

To participate in our poll questions, submit your answer and the reason(s) why by clicking **here**.

We will select one winner at random who will receive a \$25 Gift Card.

The results will be posted in next month's issue of "*Moving Forward*."



Last month, we asked what is your favorite part of Super Bowl Sunday? Here's what you had to say:

While a lot of our readers enjoy hanging out with their family and friends while watching the game

the majority of you, especially females, look forward to the commercials the most!

Our February Winner, **Annie Brasko from GB Collects** explains why the commercials might be popular amongst women, "They help me get thru watching the game with my husband, Time spent together."

Thanks to everyone who participated.

Gary's Calendar of Events

If you would like to meet with
Gary Tier at any event he is attending*, please click **here** to request a meeting, or click on the event title for more information.

***The 2013 Eastern Region Installation Dinner**

The Water Club, New York, NY
March 19, 2013

17th Annual National Collections & Credit Risk Conference

Hyatt Regency New Orleans, New Orleans, LA
March 20-22, 2013

***119th National Convention and 83rd Chicago Spring Meeting: The Road to Reinvention**

Westin Michigan Avenue, Chicago, IL
April 11-13, 2013

***NARCA 2013 Spring Collection Conference**

Caesars Palace, Las Vegas, NV
May 8-11, 2013

*** IACC Midyear Conference**

Manchester Grand Hyatt, San Diego, CA

July 13-14, 2013

***ACA International Annual Convention & Expo**

Manchester Grand Hyatt, San Diego, CA

July 14-16, 2013

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